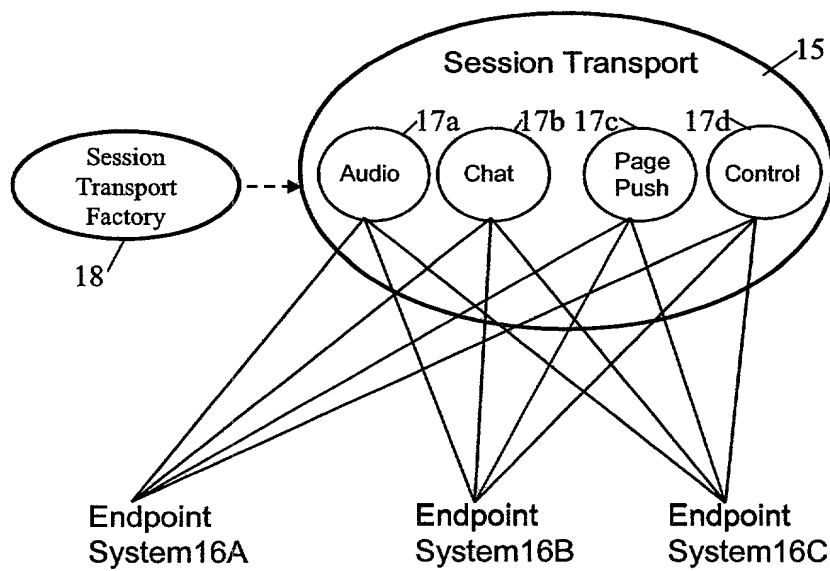
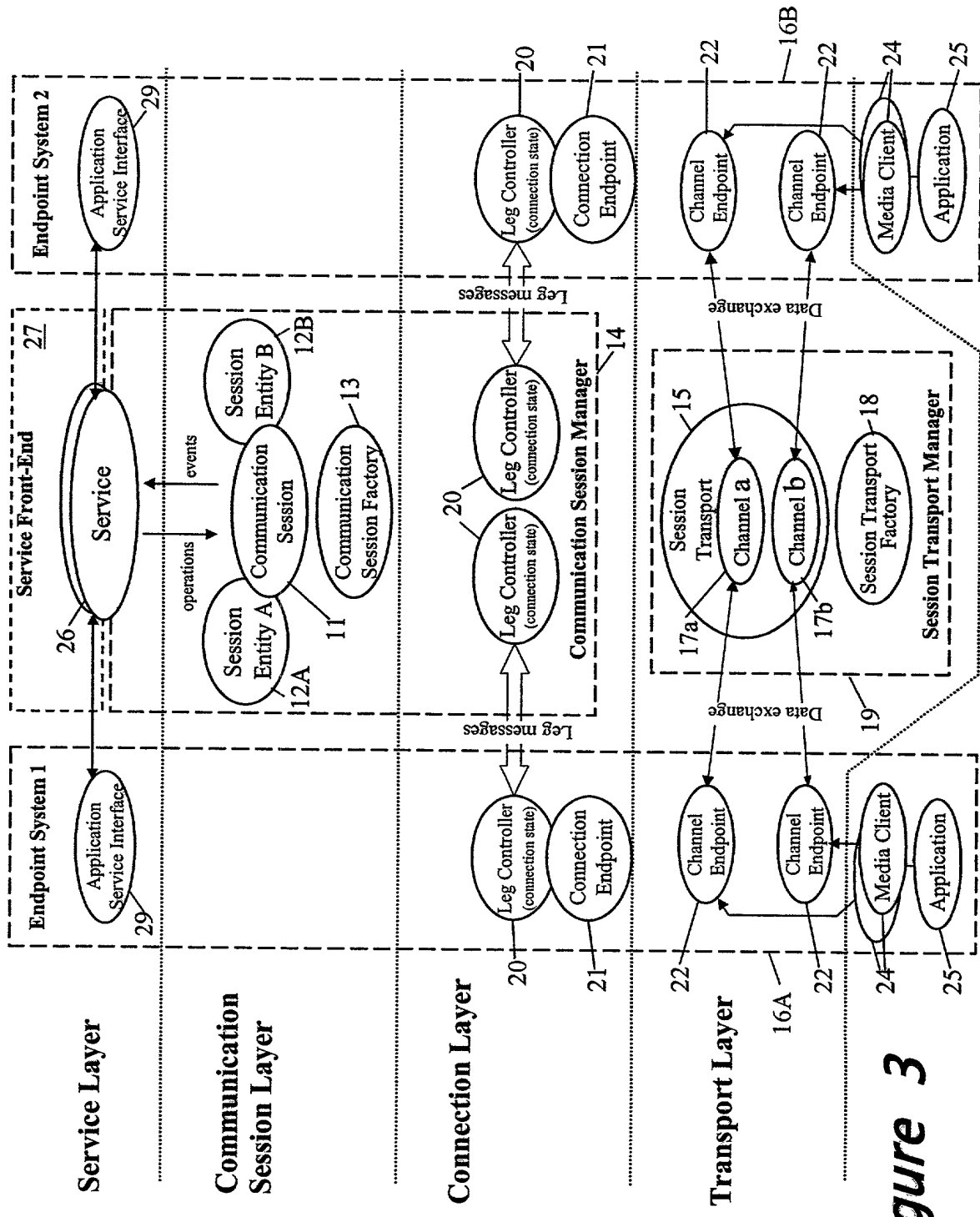


**Figure 1**

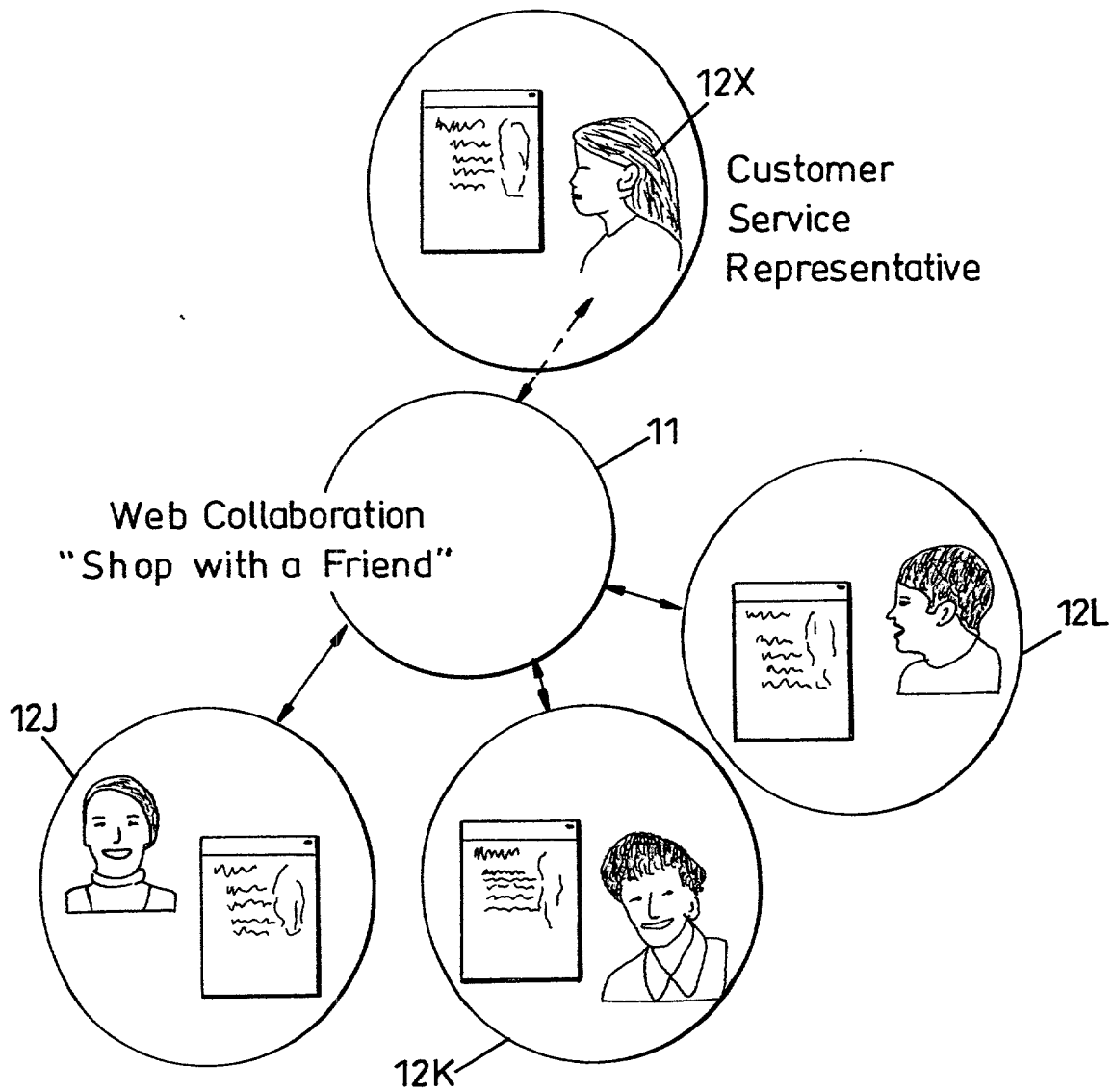


**Figure 2**

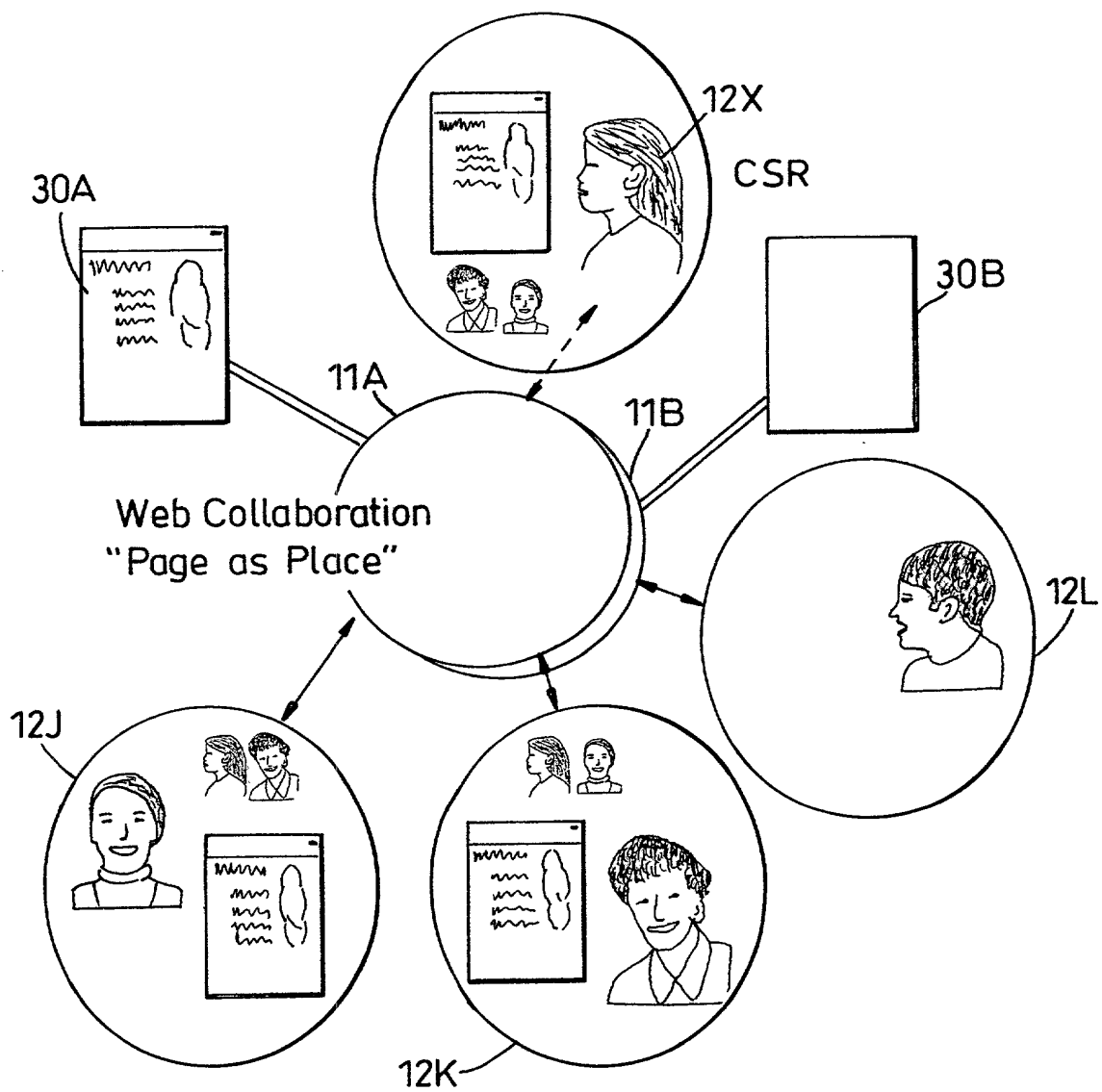
FIG. 3 is a block diagram of a system architecture showing the interaction between various layers and components.



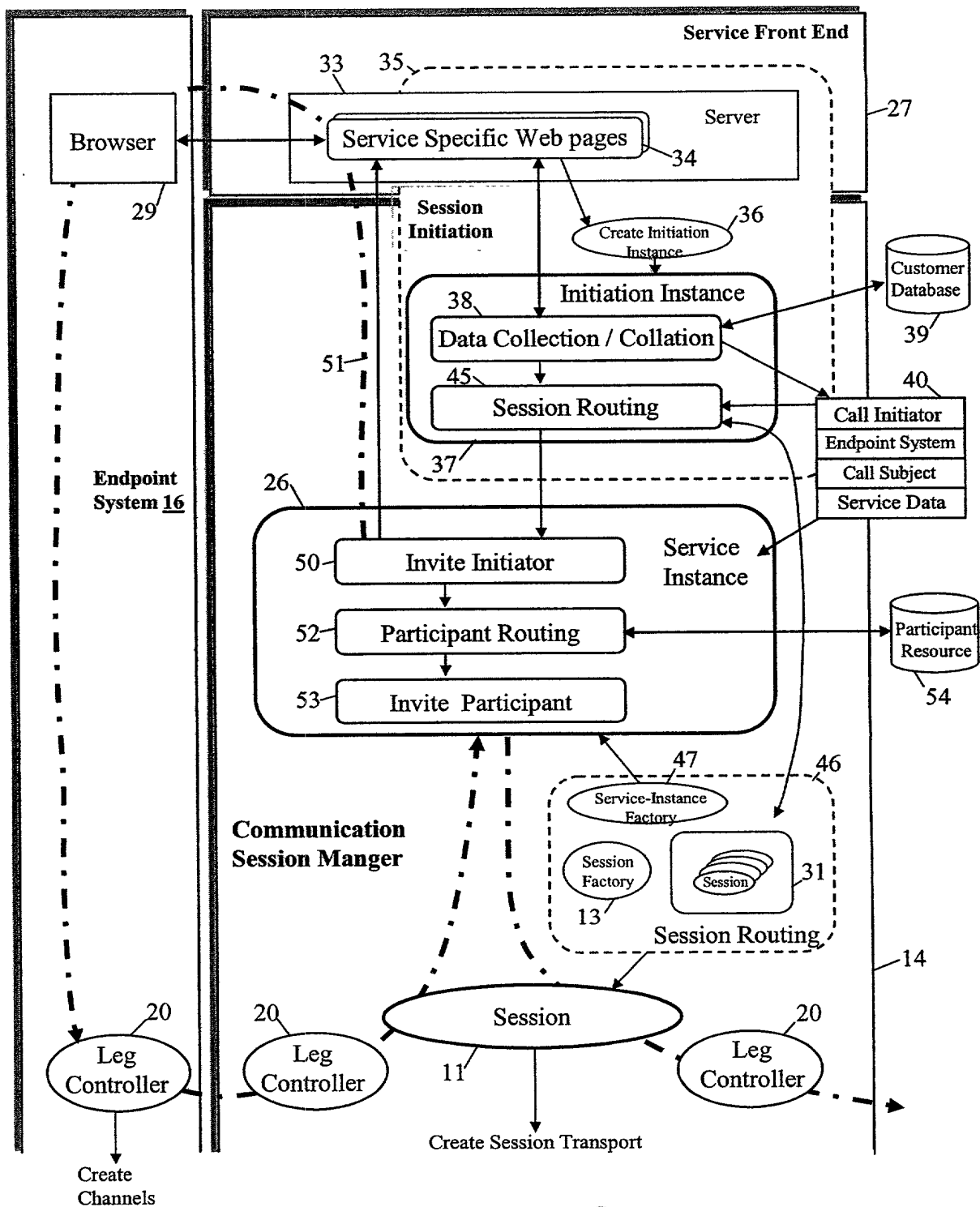
**Figure 3**



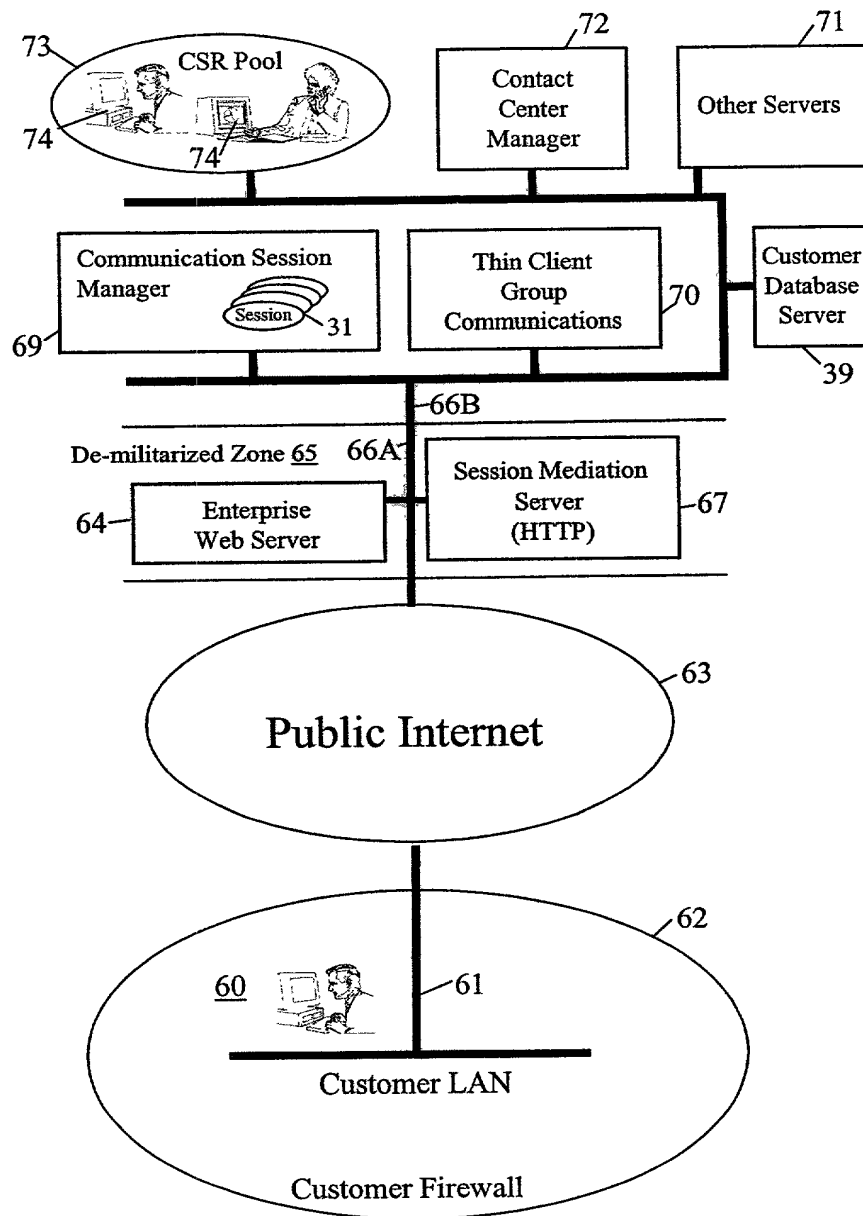
***Fig. 4***



**Fig. 5**



**Figure 6**



**Figure 7**

Copyright 2000 by International Business Machines Corporation. All rights reserved. IBM, the IBM logo, and the e-business logo are trademarks of International Business Machines Corporation. Other names may be trademarks of their respective owners.

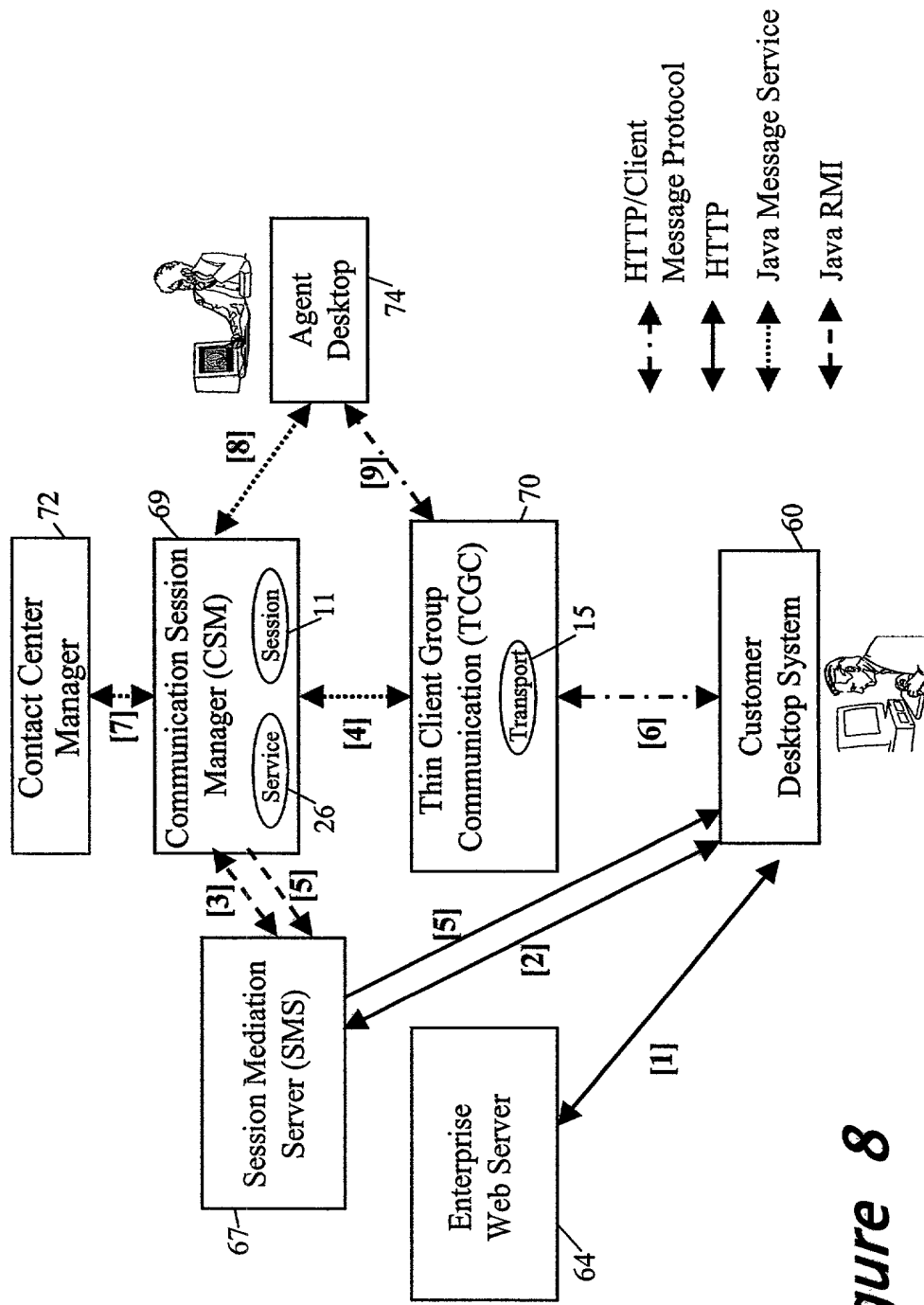


Figure 8

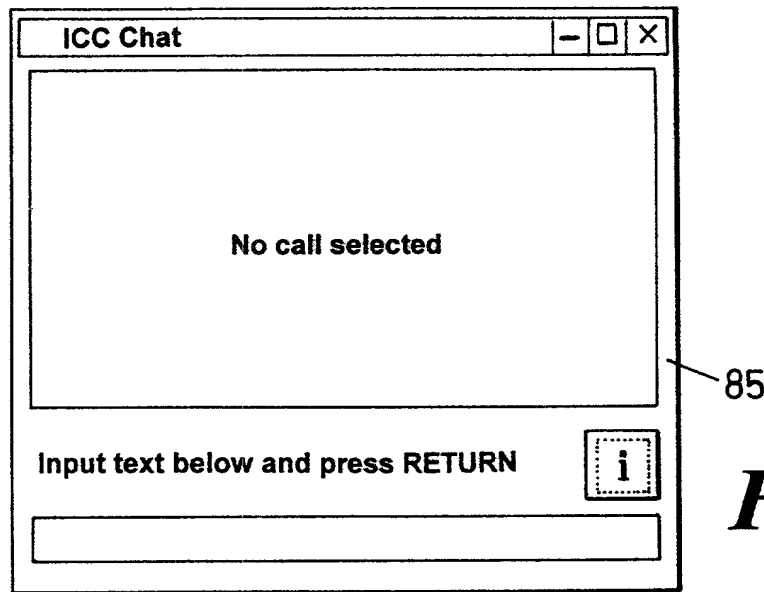
80

ICC Call Control				Agent Page Push - Microsoft Internet Explorer			
General Phrases - Hoovers				File Edit View Go Favorites Help			
ICC Chat - English Call ID 45 Priority -1 Campaign Hoovers Customer ID cust 478550911 Customer Name Fred Bloggs Media Status Answered 82				Back Forward Stop Refresh Home Search Favorites History Channels Fullscreen Mail Address			
Welcome Agent Joe You are now on-line --Fred is here-- Agent Joe says: Hi, how can I help you? Fred says: Tell me about HP				SEARCH ASSISTANCE Company Information Year 2000 Program United States Highlights			
Input text below and press RETURN http://www.hp.com/ Type URL below and press PUSH 86 Push Restart browser				Select Another Country United States Go Solutions for: E-services Home & Home Office Small Business Developers Privacy Statement Use of this site indicates you accept the terms of use 87			
ICC Page Push - English Common Bookmarks Hoovers				Local intranet zone [Mixed]			

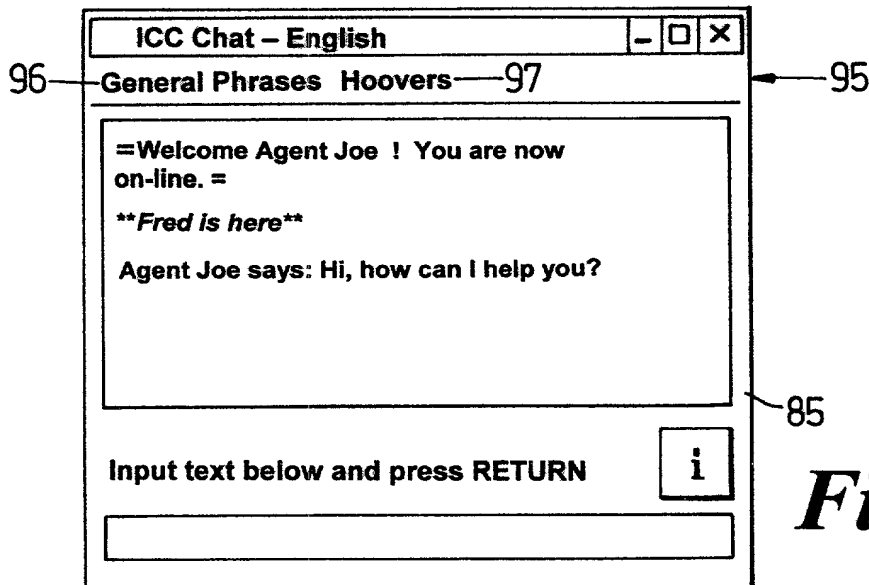
83

Fig. 9

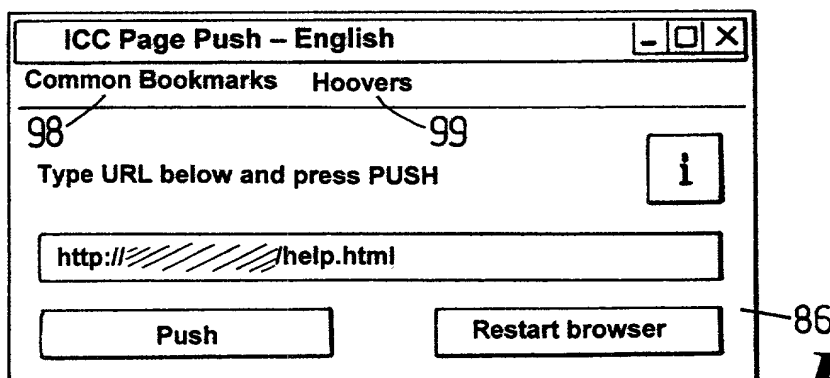




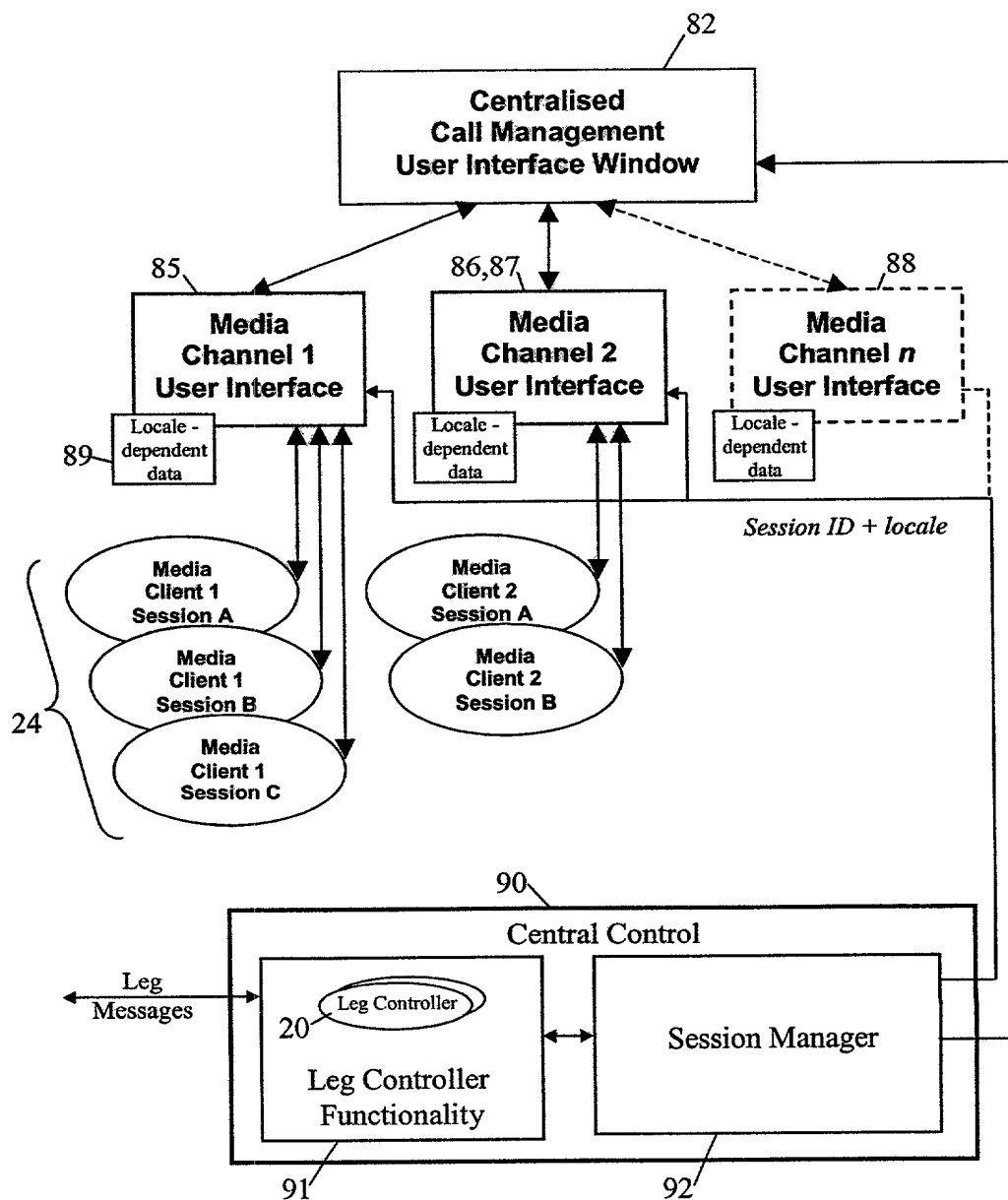
**Fig. 10**



**Fig. 11**



**Fig. 12**



**Figure 13**



ICC Call Control

Call ID	Priority	Campaign	Customer ID	Customer Name	Media	Status
41	-1	Hoovers	Cust-479550911	Fred Blogs	Cust-479550911	Answered

82

**Fig. 15**

ICC Chat – English

No session for selected call.

Input text below and press RETURN

i

85

**Fig. 16**

ICC Call Control

81A

81B

81C

81D

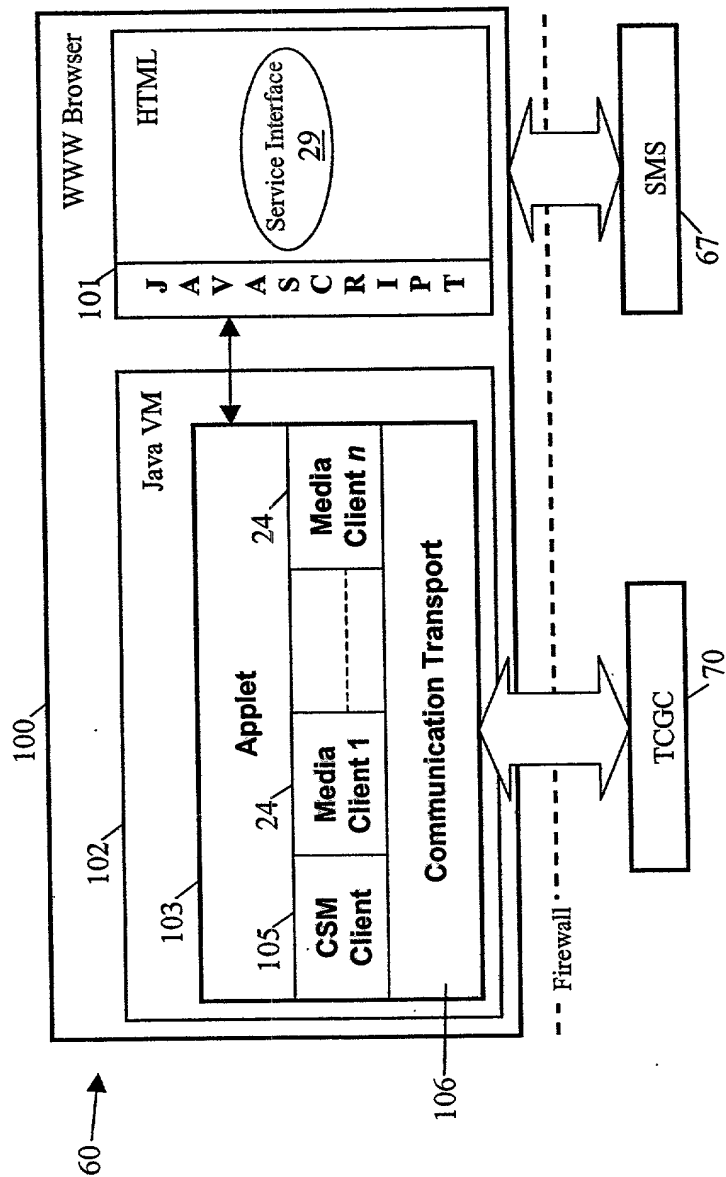
81E

81

Call ID	Priority	Campaign	Customer ID	Customer Name	Media	Status
43	-1	Hoovers	cust-1188498310	Cameron Diaz		Answered
41	-1	Hoovers	cust-479550911	Fred Bloggs		Disconnected

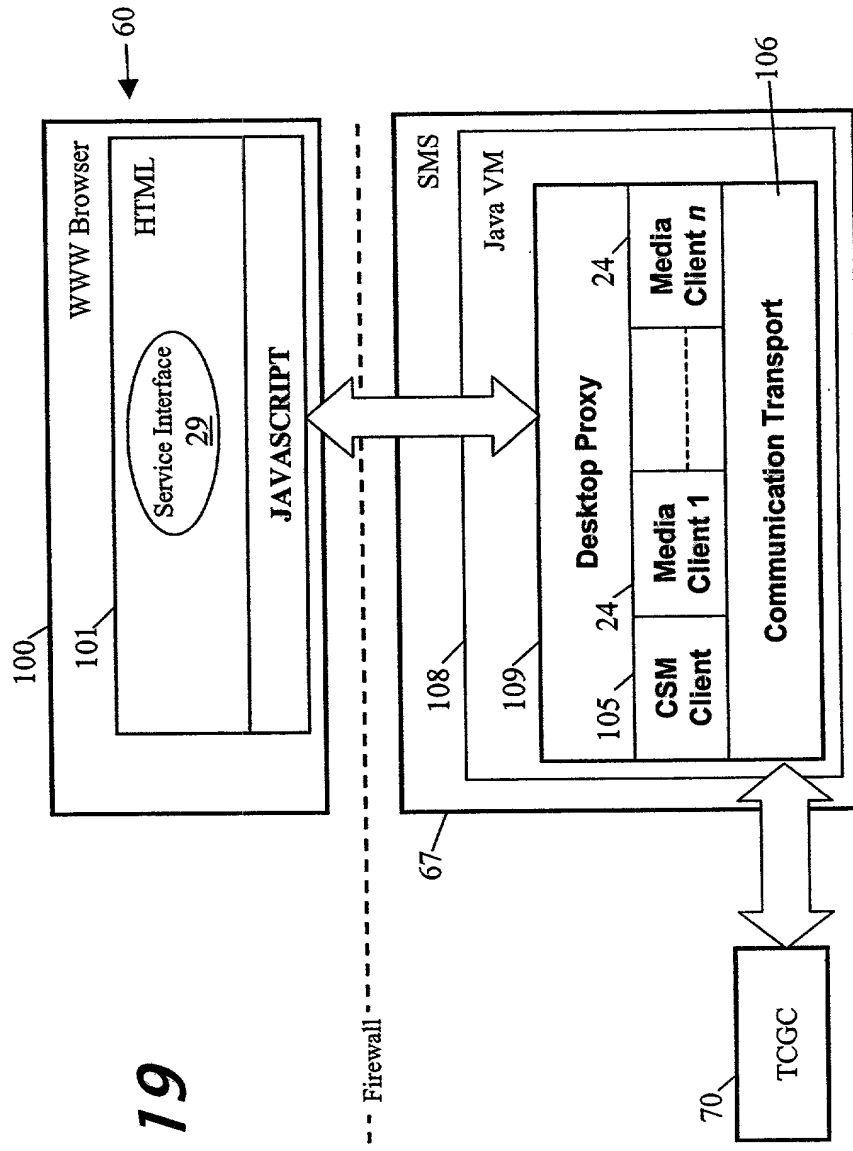
82

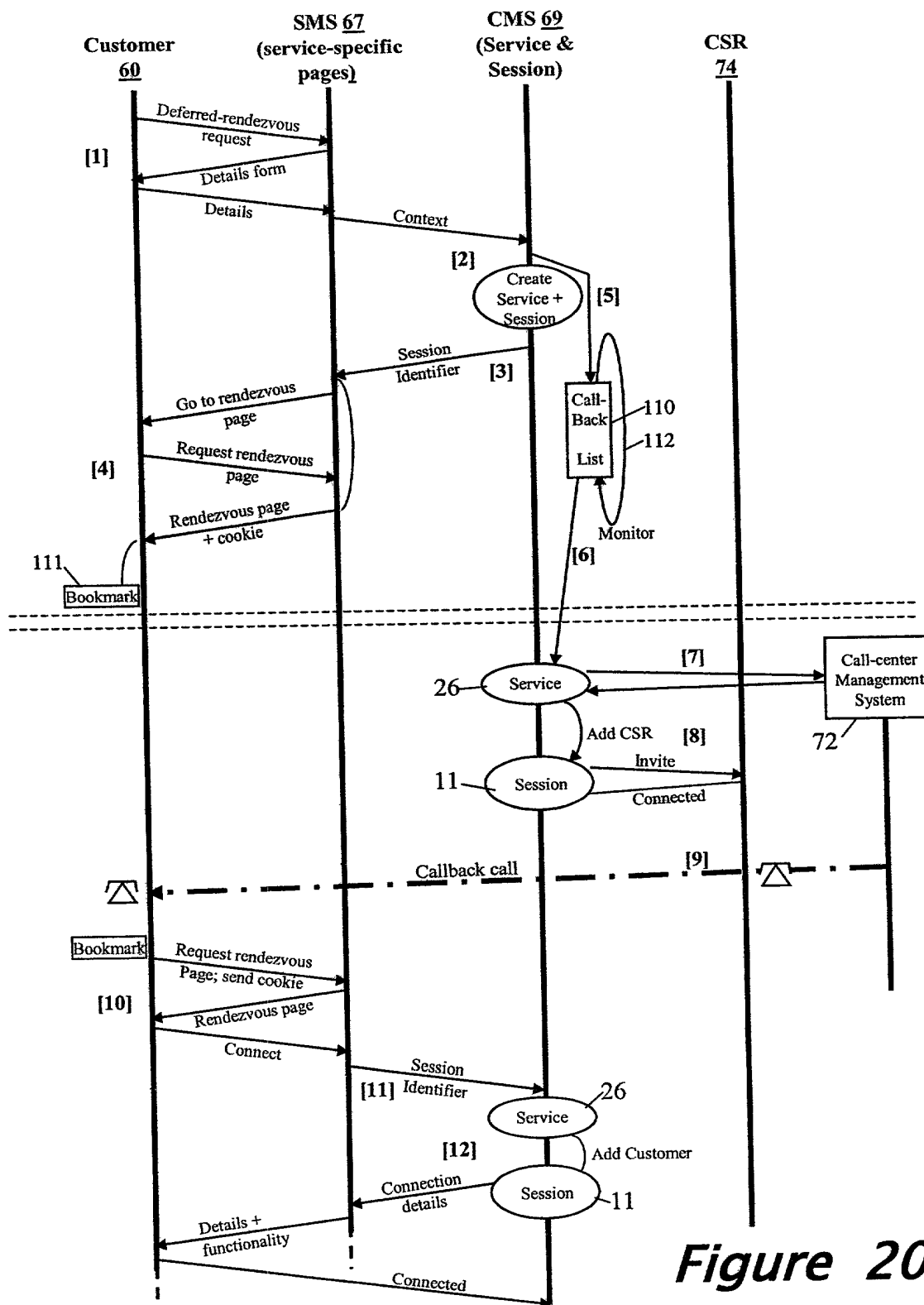
**Fig. 17**

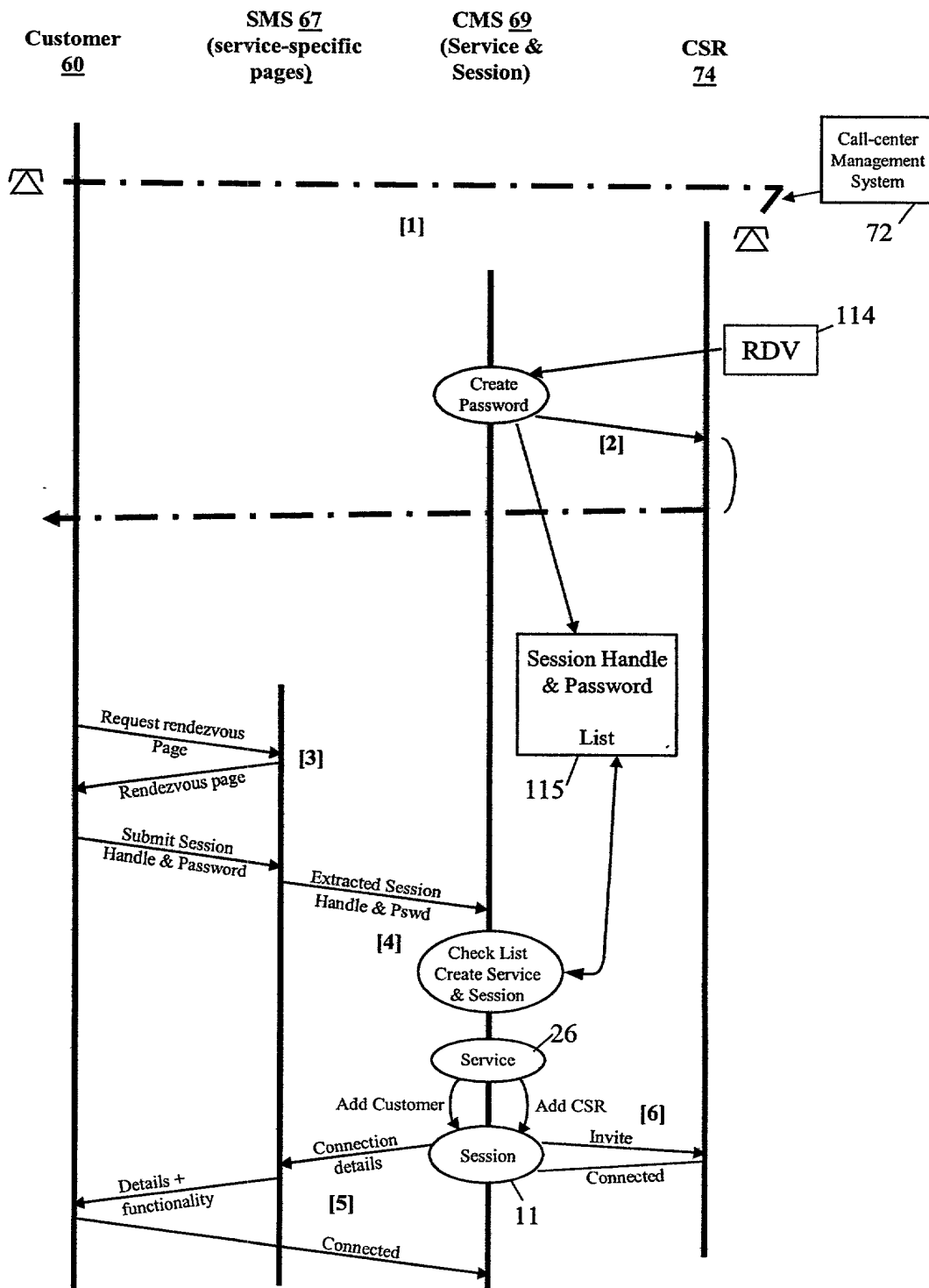


**Figure 18**

**Figure 19**



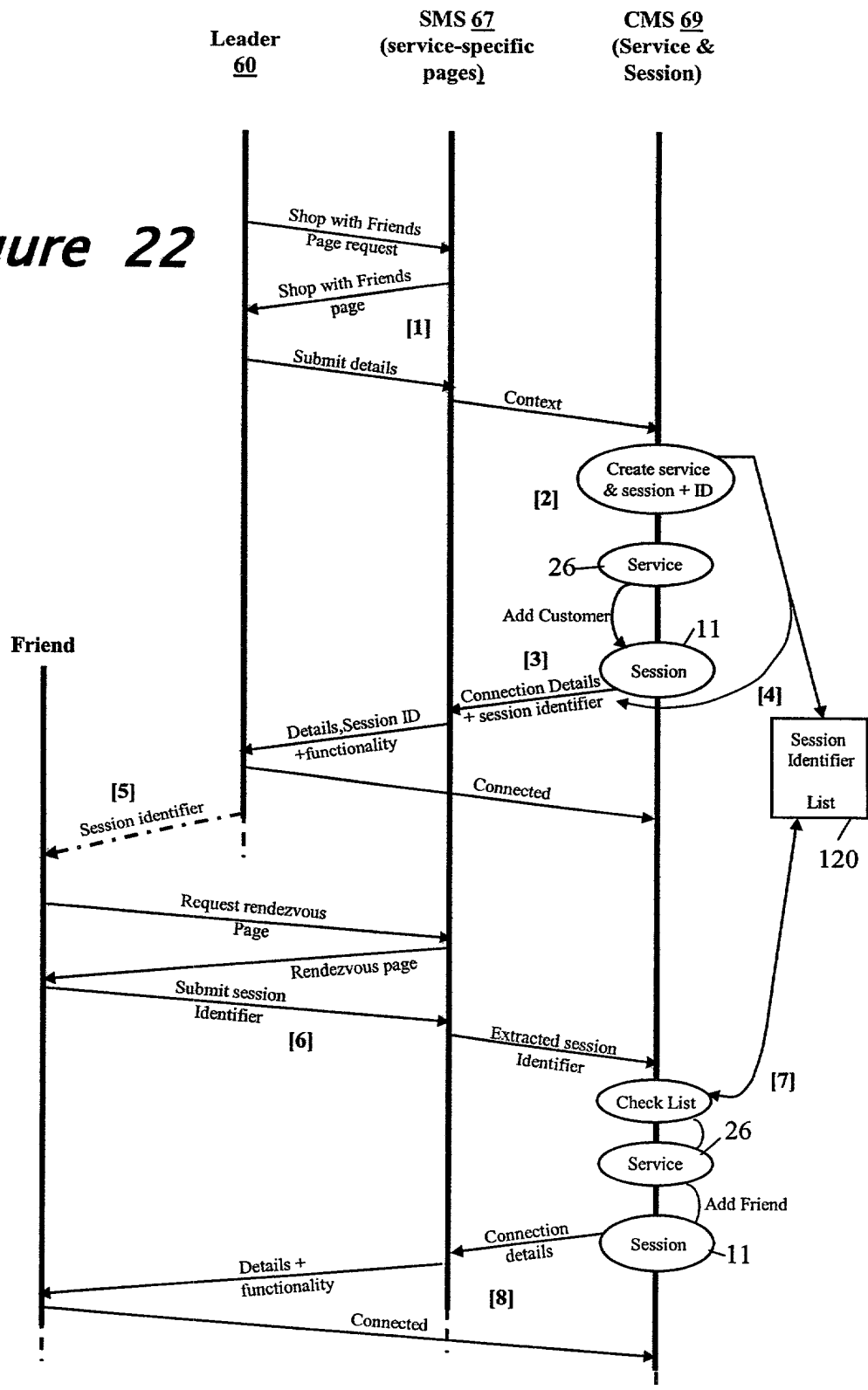


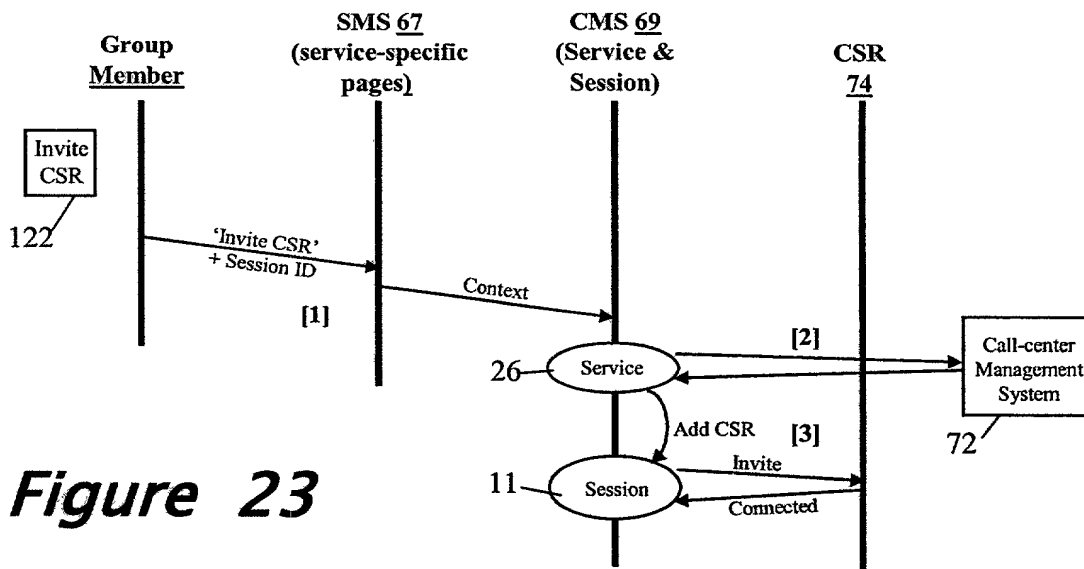


**Figure 21**

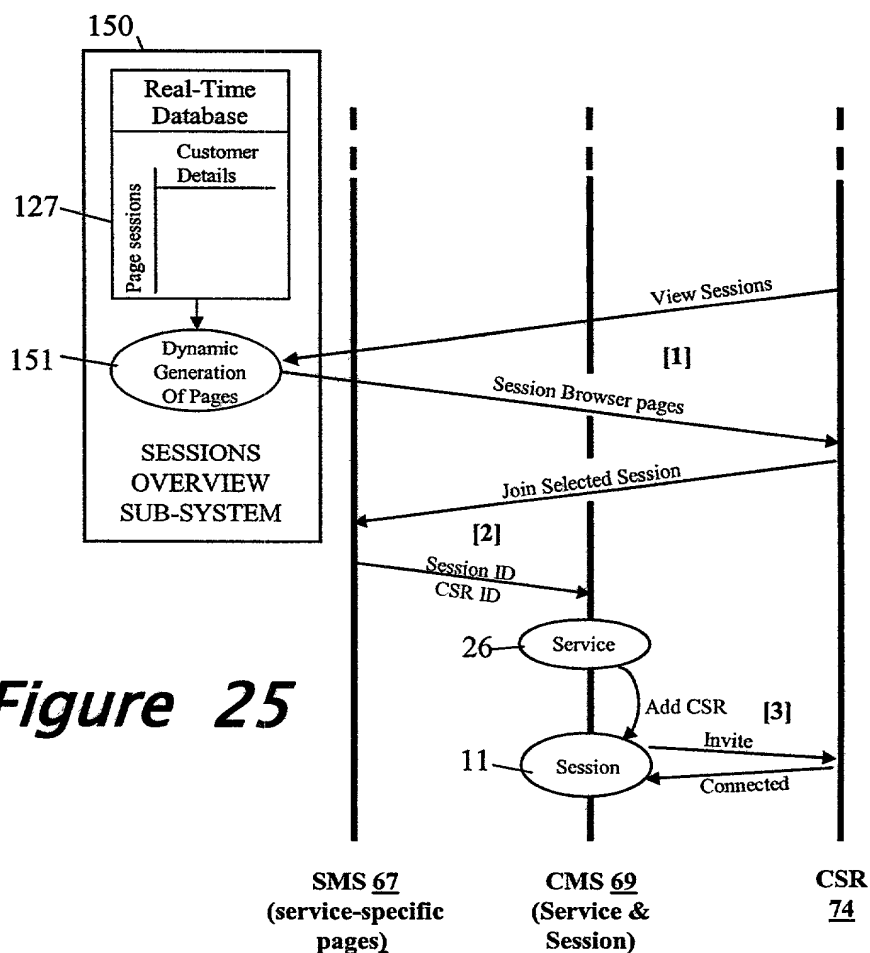


**Figure 22**

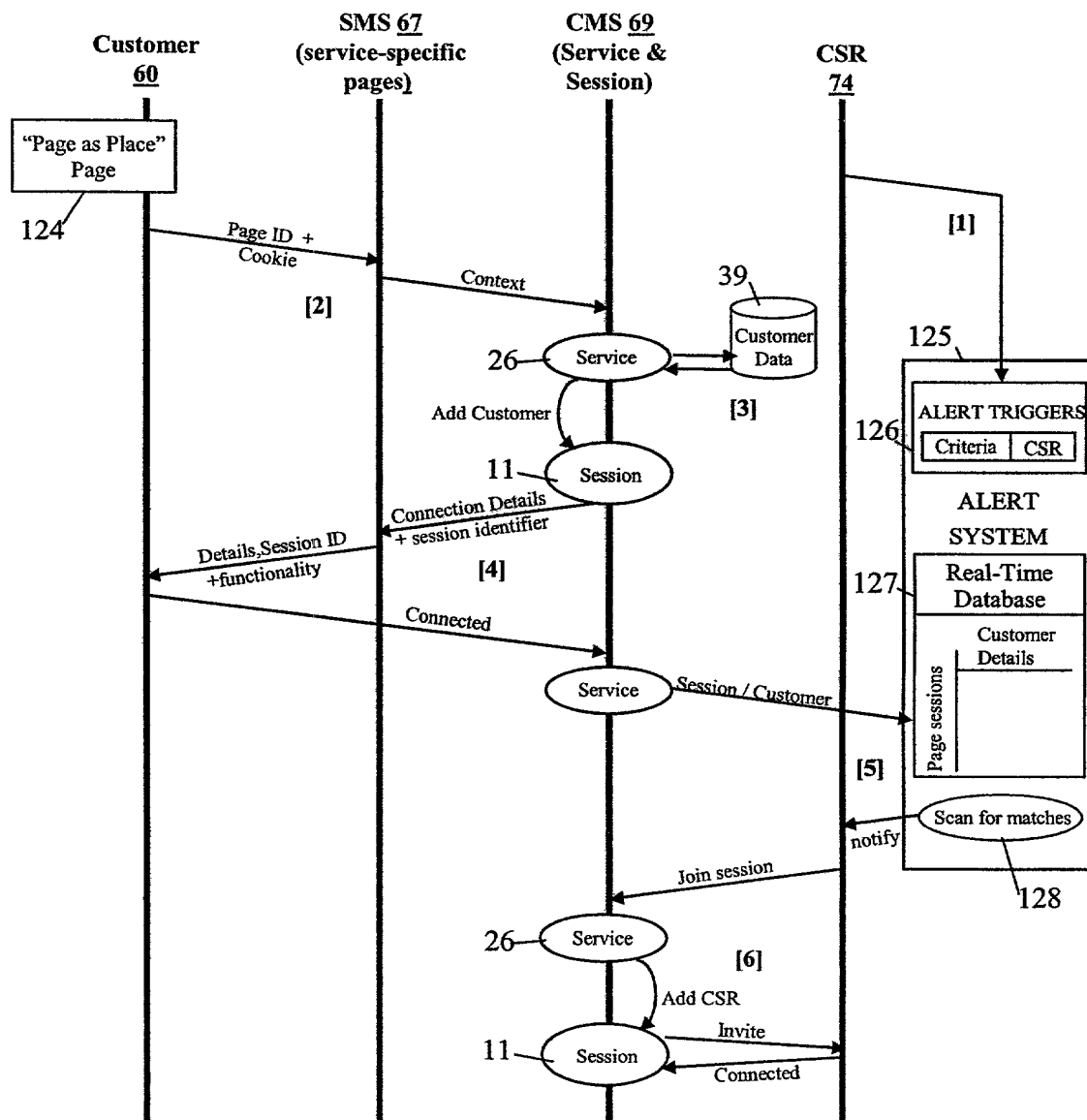




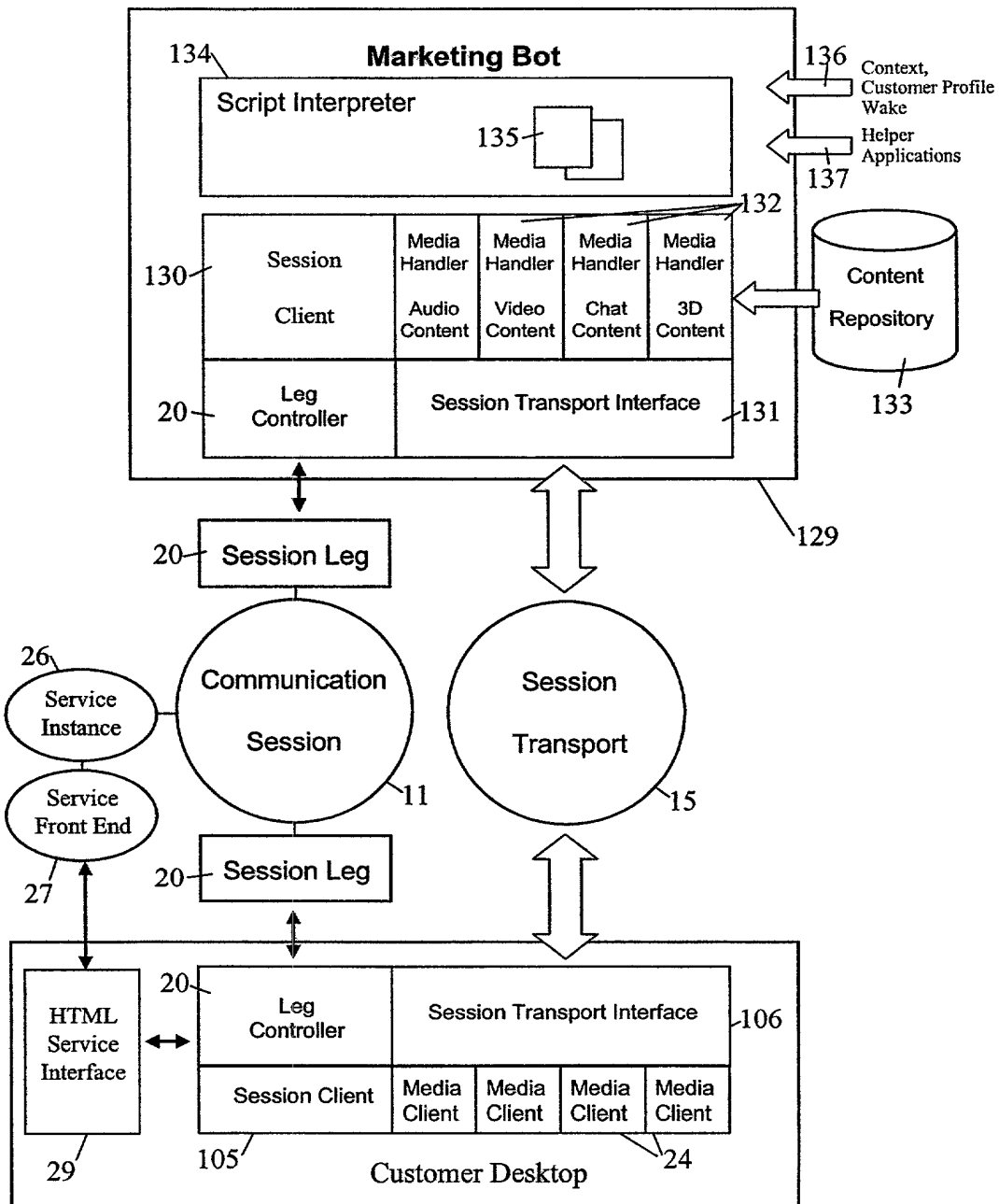
**Figure 23**



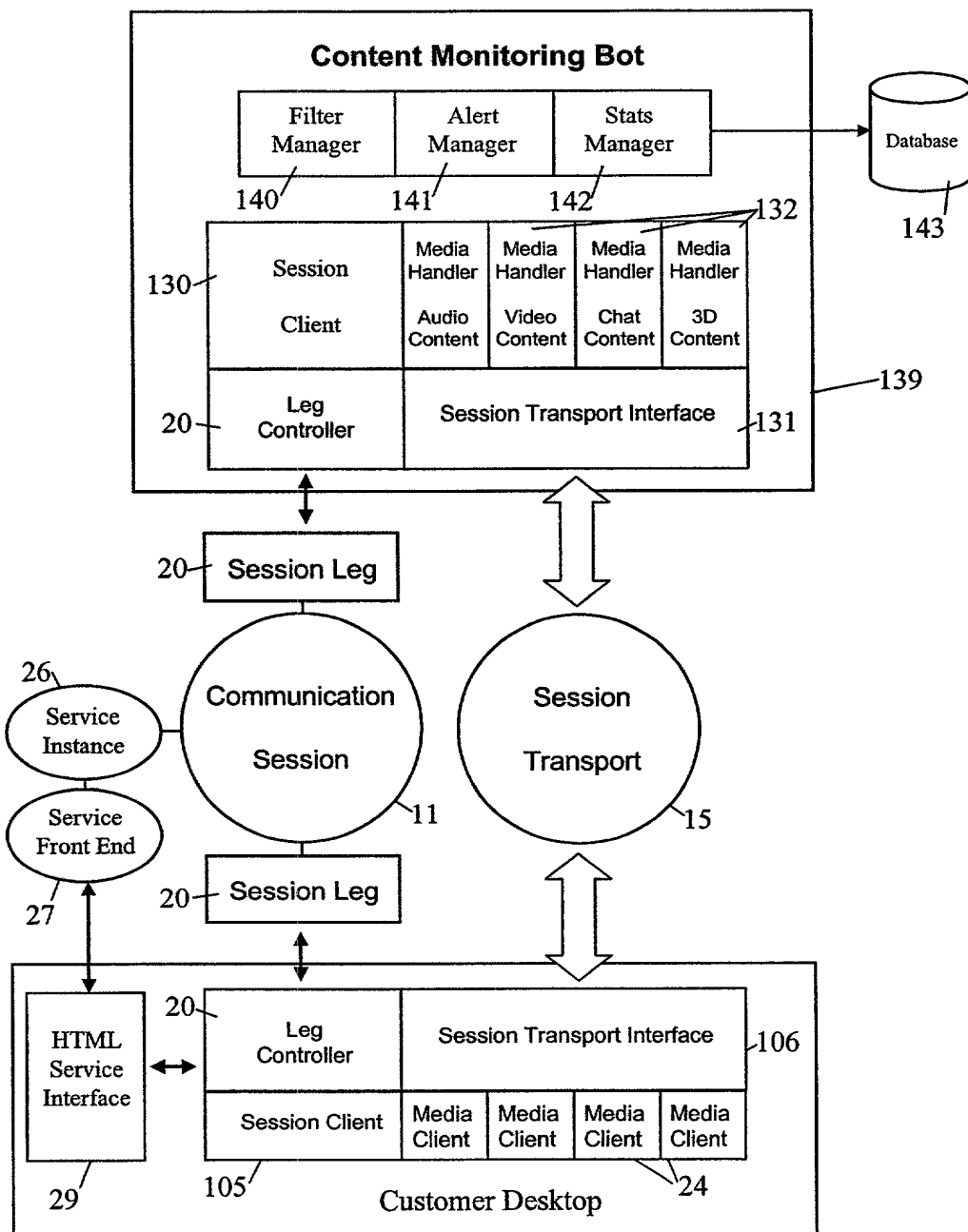
**Figure 25**



**Figure 24**



**Figure 26**



**Figure 27**